DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION OFFICE MANAGEMENT

CHP 453E (Rev. 5-06) OPI 009

AREA	DIVISION	NUMBER
080	080	2009-Qtr 1
EVALUATED BY		DATE
A. Lagergren, A13507		03/30/2009

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF E			mal Evaluation	SUSPENSE DATE			
FOLLOW-U			mal Evaluation	COMMANDER'S REVIEW		DATE	
			☐ Correction Report	COMMANDER & REVIEW		DAIL.	
_] Yes	; [☑No	ВҮ	D. S. MacGregor			
1. CLE	RICA	L TASKS		03/30/09	ACTION REQUIRED NO	CORRECTE	D
a. Is	the	office well organized?				✓ Yes	□No
(1) Ar	e there written job des	criptions?			✓ Yes	☐ No
-	(a)	Does clerical staff ha	ave their job description at their des	k?		Yes	☐ No
-	(b)	Does clerical staff ur	nderstand what is expected of them	?		✓ Yes	□No
(2) Ar	e similar activities grou	ped together to promote efficiency?)		✓ Yes	□No
(3)) If t	ape recorders are used	d, can clerical employees transcribe	effectively?		☐ Yes	☐ No
(4)			edgeable in the use of personal con	nputers, filing requiremen	ts, information		
		curity, etc.?				Yes	□ No
(5)	Са	n another clerical emp	loyee assume the duties of a clerica	al employee who is abser	nt? 	☐ Yes	□ No
b is	the C	Office Services Supervi	sor (OSS) effective?			Yes	□ No
(1)	BQ	es he/she properly app	oly management philosophies and s	upervisory skills?		Yes	☐ No
	(a)	Does be/she have the	e authority and backing necessary t	o effectively supervise s	ubordinates?	Yes	□No
	(b)	Is the clerical supervi	sor an effective manager?			☐ Yes	□No
(2)	Do	es the OSS identify em	ploves with supervisory potential?			Yes	□No
	(a)	Does he/she assist endevelopment?	mployees in the preparation of writt	en plans for progressive	career	☐ Yes	□No
	(b)	Have special interests been afforded the em	s been identified and educational or ployees?	pportunities and/or depar	tmental training	☐ Yes	□No
	(c)	Has the CHP 120, Ind Employee, been used	lividual Development Plan for Futur I to identify particular strengths of tl	e Job Performance of Pene employees?	ermanent	Yes	□No
(3)	Doe	es the supervisor set a	good example?	1	/~	☐ Yes	□No
	(a)	Does he/she show a	villingness to assist subordinate pe	rsonnel?	~	☐ Yes	□No
	(b)	Does he/she know wh	en to act, when to delegate, and w	hen to refer to a supervis	or?	☐ Yes	□No
(4)	If th	ere is more than one C	OSS, is the work and supervision ev	enly distributed?		☐Yes	□No
(5)	Doe	s the OSS participate i	n Area staff meetings?			Yes	□No

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2. FILING SYSTEM	03/30/09	No REQUIRED	CORRECTE	D
a. Is the Area's filing system in compliance with departn File Guide?	nental guidelines contained i	n HPG 11.1, Field Office	√ Yes	□No
b. Are other files, i.e., permanent files, enforcement doc	cument files, etc., maintained	according to policy?	✓ Yes	□No
(1) How far back are accident reports being maintain	ned? Division newly created			
(2) Is there a filing backlog?			Yes	☑ No
(3) Is there evidence of recent office review?			☐ Yes	☑ No
(4) How are Management and All Commanders Men	norandums filed and purged?	P Division Library mainta	ined. Files pu	rged based o
records retention schedule.				
(5) Are Training and Information Bulletins filed?			✓ Yes	□No
(a) If so, how are they located? Bulletins are	posted and filed based on re	cords retention schedule		
(6) Do all clerical employees understand the filing sys	stem?		✓ Yes	
(7) Does the Area have an effective suspense system	n?		✓ Yes	
(a) Do all supervisors take advantage of the sus			✓ Yes	□ No
c. Are personnel files properly secured and access limite			✓ Yes	☐ No
(1) Are the requirements of the Information Practices			✓ Yes	□No
(2) Is a periodic review done on a regular basis?			✓ Yes	□No
(a) If so, how often? Initially upon receipt of fo	lder, then yearly			
(3) Is annual employee review and updating conducte	ed as required?		✓ Yes	□No
(4) Are only required or permitted items contained in p	personnel folders?		✓ Yes	□No
SECURITY OF CRIMINAL RECORDS	03/30/09	ACTION REQUIRED	CORRECTED	
Have employees who have access to criminal offender stating they understand the regulations and policies per stating they understand the regulations.	r record information signed a ertaining to these records?	n acknowledgment	☐Yes	□No
(1) Has the Area designated a specific person to release	ase criminal offender record i	nformation?	☐ Yes	□No
(a) Do any other persons release this information	~		☐ Yes	□No
(b) Has the designated person completed the req	uired training?	2	☐Yes	□No
(c) Are safeguards in place to verify telephone inc	quiries prior to disclosure?		☐ Yes	□No
(2) Does each person that is designated to release inf Record Information Release Log?	ormation maintain a CHP 26	3B, Criminal Offender	Yes	□No
(a) Are entries maintained for the prescribed period	od of time?		☐ Yes	□No-
FISCAL PROCEDURES	03/30/09	ACTION REQUIRED	CORRECTED	
a. Have discrepancies on the most current audit reports b	een corrected? First	Report /audit	☐Yes	□No

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\	42	Are all change fund and collections handled and processed according to policy?	☐ Yes	□No
	(a) Are counter receipts and DL45s, California Special Driver's Certificate, issued to the field accounted for and safeguarded?	☐Yes	□No
	(Are "voided" or "no fee" DL45s marked as such, signed by the commander, and forwarded to Fiscal Management Section?	☐Yes	□No
	(4	c) Is there a separation of duties between cashier responsibilities and transmittal of collections?	☐ Yes	□No
-	((A) Are collections and change funds safeguarded?	☐ Yes	□No
	(6	e) Are checks promptly endorsed and cash receipts reconciled daily?	☐ Yes	□No
	(f	Are counter receipts and DL45s that are issued in sequence accounted for and returned to Fiscal Management Section upon completion?	Yes	DH0_
	(9) What specific guidelines are in place for security control and accountability? State Security Division d	loes not ma	untain cash
-		funds or have cashier responsibilities.		
$\overline{}$	(h) Is a supervisor responsible for review of the system?	☐ Yes	□No
	(i)	Do total collections agree with the total amount of counter receipts and DL45s issued?	☐ Yes	□No
	(j)	Are counter receipts and transmittal records prepared properly?	☐ Yes	□No
	(k	Are surprise counts of funds performed and documented by the commander or designee?	☐ Yes	□No
	(2) Ar	e security and accountability procedures in place for the petty cash fund?	Yes	□No
	(a	Is the petty cash fund used only for authorized purchases within the limited amount?	☐ Yes	□No
	(b)	Are valid authorizations on file?	☐ Yes	□No
	(c)	Is a Disbursement Voucher (Std. 439) completed and signed by the commander when the receipt does not show the vendor name or item purchased?	☐Yes	□No
61	(d)	Are there adequate procedures to ensure purchases are properly authorized?	□ Yes	□No
	(e)	Are surprise counts performed by someone not involved in handling the petty cash fund?	☐ Yes	
((3) An	e X-Number services proper and within departmental and state policy?	✓ Yes	□No
	(a)	Are services procured over \$4,999.99?	☐ Yes	☑ No
	(b)	Is the amount limit circumvented by splitting procurements?	Yes	☑ No
	(c)	Are three price quotations obtained and documented on a CHP 78X, X-Number Request?	✓ Yes	□No
	(d)	Do invoices itemize charges and reference X-Numbers?	✓ Yes	□No
(4) Are	bank cards adequately safeguarded, and purchases reviewed by a supervisor?	✓ Yes	□No
	(a)	Are cardholders familiar with the bank card process, including prohibited and restricted items?	✓ Yes	□No
	(b)	Are purchases within established policy?	Yes	□No
	(c)	Are three price quotations obtained and documented on a CHP 315X?	✓ Yes	□No
	(d)	Is the bank card log completed properly?	✓ Yes	□No

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(e) Are invoices and CHP 317, CAL-Card Log, reviewed by a supervisor?(f) Is there a reconciliation of the monthly bank card statement, and does it have supervisory approval?b. What controls does the commander have in place to ensure timely transmittals of monies? N/A	✓ Yes ✓ Yes	□No
	√ Yes	
b. What controls does the commander have in place to ensure timely transmittals of monies? N/A		□No
(1) Are collections sent to Fiscal Management Section at the first occurrence of \$1,000 in cash and \$16,000 total collections, or at the close of business each Thursday?	☐Yes	□No
(2) Are monies received for DL45s, California Special Driver's Certificate, asset forfeiture, reimbursables, evidence, etc., handled appropriately by coordinating transmittal with the Area cashier?	☐ Yes	□No
(3) Are "no collection" transmittals sent when appropriate?	☐Yes	□No
(4) Do tire sale transactions comply with policy?	Yes	□No
c. Is security of the postage machine adequate?	Yes	□No
(1) Is the machine locked when not in use?	☐ Yes	□No
(2) Is the meter reading documented as required?	Yes	□No
(3) Is there documentation of monies refunded or forwarded to Fiscal Management Section when the postage machine is being repaired or replaced?	☐ Yes	□ No _
S. SUPPLY REQUISITIONS (CHP 41) EVALUATED 03/30/09	CORRECTED)
a. Are requisitions prepared properly?	✓ Yes	□No
(1) Who prepares them? 081 Staff Services Analyst		
(2) Has a practical stock level been established and maintained?	✓ Yes	□No
(3) Is there a system that notifies the staff when the quarterly requisition is going to be prepared?	✓ Yes	□No
(a) Is the quarterly requisition period for this command adhered to?	✓ Yes	□No
(b) Is there a high number of emergency requisitions?	☐ Yes	☑ No
b. Are items stored properly in a storeroom?	✓ Yes	□No
(1) Is there convenient access for regularly used items?	✓ Yes	□No
(2) Have obsolete items been removed?	✓ Yes	□No
SUPPLIES EVALUATED 03/30/09 ACTION REQUIRED	CORRECTED	
a. Are all-earneras assigned to the command accounted for?	Yes	□No
(1) Are camera cases clean and do they contain the required accessories?	☐ Yes	□No
	Yes	□No
(2) Is camera maintenance assigned to a particular individual?		
(2) Is camera maintenance assigned to a particular individual? (a) What is his/her preventative maintenance schedule?		
1774		
1774	✓ Yes	□No

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	(Is there adequate	security for extender bat	teries and other s	upplies?		✓ Yes	□No
7.	OFFICE EQUIPMENT EVALUATED ACTION REQUIRED O3/30/09							
	a. A	re office machines in	good condition and prop	erly maintained?	•		✓ Yes	□No
	() Is the vendor com	plying with maintenance	contract provision	s?		✓ Yes	□No
_	(2	?) Is there a shortage	e or surplus of machines'	?			Yes	☑ No
Year-	b. Is	the Management Inf	ormation System (MIS) u	sed properly?			✓ Yes	□No
	(') Who is authorized	to use the equipment?	Division staff				
	(2) How is training pro	vided, and by whom?	On-line CLETS	training			
	(3) Is there a usage so	chedule for uniformed an	d nonuniformed p	ersonnel?		Yes	☑ No
	(4) - Are there controls	in place to ensure confid	entiality?			✓ Yes	□No
	(5) Are all personnel a	ware of how to request r	epairs after nórma	al business hours?		✓ Yes	□No
	(6) Is the MIS used to	send messages to other	offices in lieu of fo	ormal memorandums?		☐Yes	☑ No
	(7)	What system is used	to ensure proper routing	of MIS information	n? Routing of hard copy			
C	. Ai	e personal computers	s used properly?				√ Yes	□No
	(1	Who is authorized t	to use the equipment?	Division staff				
	(2	How is training prov	vided, and by whom?	n the job training	or out service training			
					×			
		(a) How many em	ployees are trained in its	use? 4				
	(3)	Are there restriction	ns on the time its used?				Yes	☑ No
		(a) Is there a sche	dule for uniformed and n	onuniformed empl	loyees?		Yes	☑ No
	(4)	Is confidential or se	nsitive information being	stored on a PC ha	ard drive?		☐ Yes	☑ No
		(a) If so, is the PC	password protected?				✓ Yes	□No
		(b) Is confidential of secure are		tored on disks, CE	Os, or removable drives k	cept in a	✓ Yes	□No
	(5)	What is the PC bein	g used for? Preparing	staff projects, rep	orts, access CHP publica	ations, etc.		
	(6)	Are controls present	t to prevent inappropriate	/personal use of t	he computer?		☑ Yes	□No

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(7) Are backup procedures being performed on a	regular basis?			□No
(a) Where applicable, are backup disks stored	d in a secure area?		✓ Yes	□No
(8) Are PC manuals and other documentation available to all users?				□No
(9) What procedures are in place to ensure out-of-	ws			
(10) Are employees aware of the availability of assis		ted problems? 	✓ Yes	□No
(11) Is anti-virus software regularly utilized on all sta		ACTION REQUIRED	✓ Yes	□ No
8. PUBLIC CONTACTS	03/30/09	ACTION REGUIRED	CORRECTED	28
a. Does the office have extended office hours?			☐ Yes	☑ No
(1) If so, are they adequate and effective?			Yes	□No
b. Are persons served promptly and courteously?			✓ Yes	□No
(1) Are backup personnel immediately available?	5		✓ Yes	□No
(2) Is telephone service both efficient and effective	?		✓ Yes	□No
(3) Are limited duty personnel used for receptionist	duties and answering telephones	3?	☐ Yes	☐ No
(4) Are officer substitutions for nonuniformed position	ons kept at a minimum?		✓ Yes	□No
9. SCHOOL BUS DRIVER EXAMINATIONS	CORRECTED			
a. Is school bus driver testing a special duty or a clerical assigned?	al function, or is a full-time school	bus coordinator		
(1) Are tests and test keys kept in a secure place?			☐Yes	□No
(2) How are interested parties advised of testing pro	ocedures?			
(2) Then are miscosed parties at most of parties	7/1			
	114			
(a) Are exams graded in the presence of the ap	policant, and missed questions di	scussed?	☐ Yes	☐ No
(b) Does the officer or coordinator take possess			 ☐ Yes	
(3) How are test disposed of?				
(3) Flow are rest disposed of:				
(4) Is there a specific date and time set aside for tes	ting?		☐ Yes	□No
0. COURT INFORMATION PROCEDURES	03/30/09	ACTION REQUIRED	CORRECTED	
Is there a systematic method of coordinating court ap			✓ Yes	□No

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(1) What controls are in place to ensure officers appear	in court? Officers are	not assigned to Division.		
		II 1' 0 . 0 07			
	(a) How are appearances minimized following canc	eliations? Officers are	not assigned to Division.		
	(b) How are "short notice" cancellations minimized?	Officers are not assign	med to Division. However.	officers withi	n Sections ar
	directed to District Attorney's office, court, attorney	orney, etc. prior to the d	ay of traver for court.		
(2)	Are CHP 90s, Report of Court Appearance - Civil Act appropriate cases?	ion, properly distributed	and completed on all	☐ Yes	□No
(3)	Who is responsible for managing the process?	vision Office Assistant			
	(a) Are court officers performing duties that could be	handled by clerical per	sonnel?	☐ Yes	□No
1. DEP	ARTMENTAL MANUALS	03/30/09	ACTION REQUIRED	CORRECTE	
a. Are	e the number of authorized libraries being maintained?	,		☐ Yes	☑ No
(1)	Are the libraries convenient for those who must use the	nem?		☐Yes	☑ No
	(a) What controls are in place for "loaning" manuals	to employees? Curre	ntly Division does not have	a library of m	anuals. Once
	we move to the new CHP HQ and merge with E	OS-082, their library w	ill become Division library.	. Currently sta	aff uses the
	on-line library.				
(2)	Are publications distinctively marked so they can be re	eadily identified?		☐ Yes	□No
	(a) Are the number of libraries excessive or sufficient	?			
	(b) Is there a listing available of what should be in ea	ch library?		☐ Yes	□No
(3)	Are publications kept up-to-date?	- n/	4	☐ Yes	□No
(4)	Who files publication changes?				
				_	

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CHP 453E (Rev. 5-06) OPI 009

AREA	DIVISION	NUMBER
081	State Security	1
EVALUATED BY		DATE
Andrew Silcox, #12552		03/09/2009

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EV		mal Evaluation	SUSPENSE DATE 03/24/2009			
	FOLLOWUR DECURSO				DATE	
,		☐ Correction Report	COMMANDER & REVIEW		BAIL	
Yes	s ☑ No	BY	15		3/30	109
1. CLER	RICAL TASKS		EVALUATED 03/18/2009	ACTION REQUIRED	CORRECTE	D
a. Is	the office well organized?				✓ Yes	□No
(1)) Are there written job des	criptions?			✓ Yes	□No
	(a) Does clerical staff ha	ave their job description at their des	sk?		✓ Yes	□No
	(b) Does clerical staff ur	nderstand what is expected of them	?		✓ Yes	□No
(2)	Are similar activities grou	ped together to promote efficiency	?		✓ Yes	□No
(3)	If tape recorders are used	d, can clerical employees transcribe	e effectively?		✓ Yes	□No
(4)		edgeable in the use of personal cor	nputers, filing requiremen	ts, information		
	security, etc.?				✓ Yes	□No
		loyee assume the duties of a cleric	al employee who is abser	nt? 	✓ Yes	□ No
b. Ist	the Office Services Supervi				Yes	□No
(1)		oly management philosophies and s			Yes	□ No
	(a) Does he/she have the	e authority and backing necessary	to effectively supervise su	ubordinates?	☐ Yes	□No
	(b) Is the clerical supervi	isor an effective manager?			Yes	□No
(2)	Does the OSS identify em	ployes with supervisory potential?			Yes	□No
	(a) Does he/she assist e development?	mployees in the preparation of writt	en plans for progressive	career	☐ Yes	□No
	(b) Have special interests been afforded the em	s been identified and educational onployees?	pportunities and/or depar	tmental training	Yes	□No
		dividual Development Plan for Futur d to identify particular strengths of t		ermanent	☐Yes	□No
(3)	Does the supervisor set a	good example?			Yes	□No
	(a) Does he/she show a	willingness to assist subordinate pe	rsonnel?		☐ Yes	□No
	(b) Does he/she know wh	nen to act, when to delegate, and w	hen to refer to a supervis	or?	☐ Yes	□No
(4)	If there is more than one C	OSS, is the work and supervision ev	venly distributed?		☐ Yes	□No
(5)	Does the OSS participate	in Area staff meetings?			☐ Yes	□No

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2. F	FILIN	G SYSTEM	03/18/2009	ACTION REQUIRED	CORRECTE	D
а		the Area's filing system in compliance with departmental le Guide?	guidelines contained in I	HPG 11.1, Field Office	✓ Yes	□No
b). Аг	re other files, i.e., permanent files, enforcement documen	t files, etc., maintained a	ccording to policy?	✓ Yes	□No
	(1)	How far back are accident reports being maintained?	N/A			
	(2)	Is there a filing backlog?	-		☐ Yes	☑ No
	(3)	Is there evidence of recent office review?			☐ Yes	☑ No
	(4)	How are Management and All Commanders Memorand	dums filed and purged?	Files are purged based or	n the records	retention
		schedule.				
	(5)	Are Training and Information Bulletins filed?			✓ Yes	□No
		(a) If so, how are they located? Bulletins are posted	l and then filed based on	the file plan and retention	n schedule.	
	(6)				✓ Yes	□No
	(7)	Does the Area have an effective suspense system?			✓ Yes	□ No
		(a) Do all supervisors take advantage of the suspense	system?		✓ Yes	□ No
С.	Are	personnel files properly secured and access limited?			✓ Yes	□ No
	(1)	Are the requirements of the Information Practices Act be	eing followed?		✓ Yes	□ No
	(2)	Is a periodic review done on a regular basis?			✓ Yes	□ No
		(a) If so, how often? Practices are reviewed on a quar	terly basis.			
	(3)	Is annual employee review and updating conducted as r	required?		✓ Yes	□No
	(4)	Are only required or permitted items contained in person			✓ Yes	□ No 🚌
. SE	ECUF	RITY OF CRIMINAL RECORDS	03/18/2009	ACTION REQUIRED	CORRECTED	
a.	Hav stat	re employees who have access to criminal offender recor ing they understand the regulations and policies pertainir	d information signed an ig to these records?	acknowledgment	Yes	□No
	(1')	Has the Area designated a specific person to release cri	minal offender record inf	ormation?	☐ Yes	□No
		(a) Do any other persons release this information?			Yes	□No
		(b) Has the designated person completed the required	training?		☐Yes	□ No
		(c) Are safeguards in place to verify telephone inquiries	prior to disclosure?		☐ Yes	□ No
		Does each person that is designated to release informati Record Information Release Log?	ion maintain a CHP 263E	3, Criminal Offender	☐Yes	□No
		(a) Are entries maintained for the prescribed period of ti	me?		☐ Yes	☐ No
. FIS	SCAL	. PROCEDURES	03/18/2009	ACTION REQUIRED	CORRECTED	
a.	Have	e discrepancies on the most current audit reports been co	orrected?		☐ Yes	□No

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION

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-					
	(1) Ar	e all change fund and collections handled and processed according to policy?	Yes	□No
		(a)	Are counter receipts and DL45s, California Special Driver's Certificate, issued to the field accounted for and safeguarded?	☐ Yes	□No
		(b)	Are "voided" or "no fee" DL45s marked as such, signed by the commander, and forwarded to Fiscal Management Section?	☐ Yes	□No
		(c)	Is there a separation of duties between cashier responsibilities and transmittal of collections?	☐ Yes	□ No
_		(d)	Are collections and change funds safeguarded?	☐ Yes	□No
		(e)	Are checks promptly endorsed and cash receipts reconciled daily?	☐ Yes	□ No
		(f)	Are counter receipts and DL45s that are issued in sequence accounted for and returned to Fiscal Management Section upon completion?	☐Yes	□No
		(g)	What specific guidelines are in place for security control and accountability? CTTA does not maintain	cash funds	s of any kind
			nor does it have cashier responsibilities.	-7.5	
		(h)	Is a supervisor responsible for review of the system?	Yes	□No
		(i)	Do total collections agree with the total amount of counter receipts and DL45s issued?	☐ Yes	□No
		(j)	Are counter receipts and transmittal records prepared properly?	☐ Yes	□No
		(k)	Are surprise counts of funds performed and documented by the commander or designee?	☐ Yes	□No
	(2)	Are	security and accountability procedures in place for the petty cash fund?	Yes	□No
		(a)	Is the petty cash fund used only for authorized purchases within the limited amount?	☐ Yes	□No
		(b)	Are valid authorizations on file?	Yes	□ No
		(c)	Is a Disbursement Voucher (Std. 439) completed and signed by the commander when the receipt does not show the vendor name or item purchased?	☐ Yes	□No
		(d)	Are there adequate procedures to ensure purchases are properly authorized?	☐ Yes	□ No
		(e)	Are surprise counts performed by someone not involved in handling the petty cash fund?	☐ Yes	□No
	(3)	Are	X-Number services proper and within departmental and state policy?	✓ Yes	□No
		(a)	Are services procured over \$4,999.99?	☐ Yes	☑ No
		(b)	Is the amount limit circumvented by splitting procurements?	☐ Yes	☑ No
		(c)	Are three price quotations obtained and documented on a CHP 78X, X-Number Request?	✓ Yes	□No
		(d)	Do invoices itemize charges and reference X-Numbers?	✓ Yes	□No
	(4)	Are	bank cards adequately safeguarded, and purchases reviewed by a supervisor?	✓ Yes	□No
		(a)	Are cardholders familiar with the bank card process, including prohibited and restricted items?	✓ Yes	□No
		(b)	Are purchases within established policy?	✓ Yes	□No
		(c)	Are three price quotations obtained and documented on a CHP 315X?	✓ Yes	□No
===		(d)	Is the bank card log completed properly?	✓ Yes	□No

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

		(e))	— Ar	e inv	oices	and	1 CF	 	17, C	AL-(Card	Log,	reviewe	ed b	y a supe	ervisor?					✓ Yes	☐ No
		(f)	ı	ls t	here	a rec	onc	iliati	ion (of the	mor	nthly l	bank	card st	aten	nent, an	d does it	have si	upervi	sory appi	oval?	✓ Yes	□No
b.	. W	hat c	сог		ols do	es th	ne c	omn	nan	der ha	ave i	n pla	ce to	ensure	time	ely trans	mittals c	f monie	s? Ic	lentified p	ourchases	are assign	ned a projec
	tra	ackir	ng	nu	 mber	and	giv	en a	sus	pense	dati	e for	comp	oletion.	Thi	s allow	s orders	o be tra	acked	and locat	ed at a la	ter time if	needed.
	(1)) Ard \$10	e c	 coli	ectio tota	ns se I colle	ent to	o Fi	scal or a	Mana at the	agen clos	nent e of k	Section of the sectio	on at th	e firs	st occur nursday	rence of	\$1,000	in cas	sh and		☐ Yes	□No
	(2)	Are evi	e r	no enc	nies r e, etc	ecei c., ha	ved .ndle	for l	DL4 ppro	5s, C opriat	alifoi ely b	rnia S by coc	Specia ordina	al Drive ating tra	r's C ansm	Certifica nittal wit	te, asset h the Are	forfeitu a cashi	re, rei er?	mbursabl	es,	□Yes	□No
	(3)) Ar	e "	'nc	colle	ction	" tra	ansr	nitta	ıls ser	nt wh	nen a	pprop	oriate?								Yes	□No
	(4)	Do	ti.	re	sale t	rans	actio	ons	com	nply w	/ith p	olicy	?									Yes	☐ No
C.	ls s	secu	rity	у о	f the	posta	ige	mac	chine	e ade	quat	:e?										☐ Yes	□No
	(1)	ls t	he	· m	achir	ne lo	kec	ł wh	ien r	not in	use'	?										Yes	☐ No
	(2)	ls t	he	m	eter	eadi	ng c	locu	ımeı	nted a	as re	quire	:d?									☐ Yes	□No
	(3)	Is t	he sta	re ge	docu mac	ment nine	tatio	n of eing	f mo rep	nies r aired	refun	nded eplac	or for ed?	warded	l to F		anagem	ent Sec				□Yes	□No
SL	JPPI	LYR	EC	QU	ISITI	ONS	(CI	-IP 4	11)							03/18/			ACTIC	N REQUIRED)	CORRECTE	0
a.	Are	e requ	uis	sitio	ons p	repa	red	prop	perly	?	120011	-										✓ Yes	☐ No
_	(1)	Wh	10	pr€	pare	s the	 m?	Jes	sica	Wils	on, S	Staff	Servi	ices An	alys	t							
-	(2)	Has	s a	ı pı	actic	al sto	ock I	leve	l be	en es	tabli	shed	and	maintai	ned′	?						✓ Yes	□ No
	(3)	Is th	hei	re	a sys	tem 1	that	noti	ifies	the s	taff v	when	the c	juarterl	у гес	quisition	is going	to be p	repar	ed?		☐ Yes	□No
		(a)	ls	s tł	ne qu	arterl	у ге	quis	sitio	n peri	od fo	or this	s com	nmand a	adhe	red to?						☐ Yes	□ No
		(b)	ls	s th	nere a	high	า ทน	mbe	er of	eme	rgen	cy re	quisit	tions?								Yes	☑No
b.	Are	item	าร	stc	red p	горе	rly i	n a	stor	eroon	n?											✓ Yes	□No
	(1)	Is th	ner	ге	conve	nien	t ac	ces	s for	· regu	larly	usec	d item	is?								✓ Yes	□No
	(2)	Hav	/e	ob	solete	e iten	ns b	een	ren	noved	1 ?											✓ Yes	□No
su	IPPL	IES											4.4		=10.877	03/19/2			ACTIO	N REQUIRED		CORRECTED)
a.	Are	all c	an	nei	as as	 ssign	ed t	o th	e cc	mma	nd a	ıccou	inted	for?					4			✓ Yes	□No
	(1)	Are	са	am:	era c	ases	clea	an a	nd c	to the	 зу со	ntain	the r	equired	d acc	essorie	s?					✓ Yes	□No
	(2)	ls ca	am	ner	a ma	nten	anc	e as	sigr	ned to	a p	articu	ılar in	dividua	ıl?							✓ Yes	□No
	-	(a)	W	/ha	ıt is h	is/he	r pre	ever	ntati	ve ma	ainte	nanc	e sch	nedule?	С	ameras	are main	tained	in cas	es and ch	ecked on	a quarterl	y basis for
			S	er	/iceal	oility	. T	hey	are	locke	ed av	vay v	vhen	not in u	ıse.	A log is	s maintai	ned for	sign (out/in.			
	_	-		_										for?								✓ Yes	□No

OFFICE MANAGEMENT

(1) Is there adequate security for extender batteries and other supplies?	☐ Yes ☑ No
7. OFFICE EQUIPMENT EVALUATED 03/18/2009	QUIRED CORRECTED
a. Are office machines in good condition and properly maintained?	☑ Yes ☐ No
(1) Is the vendor complying with maintenance contract provisions?	☐ Yes ☐ No
(2) Is there a shortage or surplus of machines?	☐ Yes ☑ No
b. Is the Management Information System (MIS) used properly?	
(1) Who is authorized to use the equipment? Pam Greeley, Andrew Silcox	
(2) How is training provided, and by whom? Training is provided as needed on the job.	
(3) Is there a usage schedule for uniformed and nonuniformed personnel?	☐ Yes ☑ No
(4) Are there controls in place to ensure confidentiality?	✓ Yes
(5) Are all personnel aware of how to request repairs after normal business hours?	☐ Yes ☑ No
(6) Is the MIS used to send messages to other offices in lieu of formal memorandums?	☐ Yes ☑ No
(7) What system is used to ensure proper routing of MIS information? E-mail and bulletin postings	
c. Are personal computers used properly?	
(1) Who is authorized to use the equipment? Sergeant Silcox, Officer Riggin, Officer Klarcyk,	AGPA Colston, SSA Wilson
(2) How is training provided, and by whom? On the job training with assistance from knowledges	able individuals.
	6
(a) How many employees are trained in its use? 5	<u> </u>
(3) Are there restrictions on the time its used?	☐ Yes ✓ No
(a) Is there a schedule for uniformed and nonuniformed employees?	☐ Yes ☑ No
(4) Is confidential or sensitive information being stored on a PC hard drive?	☐ Yes ✓ No
(a) If so, is the PC password protected?	✓ Yes □ No
(b) Is confidential or sensitive information stored on disks, CDs, or removable drives kept in a secure area?	☑ Yes ☐ No
(5) What is the PC being used for? Everyday office requirements (i.e., memos, reports, research	, purchasing)
	✓ Yes No

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

OTT 400E (NEV. 0-00) OT 1 000				
(7) Are backup procedures being performed on a regular	basis?		☐ Yes	□ No
(a) Where applicable, are backup disks stored in a so	ecure area?		☐ Yes	□No
(8) Are PC manuals and other documentation available to	all users?		✓ Yes	□ No
(9) What procedures are in place to ensure out-of-date do	ocuments and files are pu	rged? Records retention	n schedules are	followed
and documents are purged as required.				
	11.			<u> </u>
(10) Are employees aware of the availability of assistance	in resolving computer rela	ted problems?	✓ Yes	□No
(11) Is anti-virus software regularly utilized on all state-own			✓ Yes	□No
8. PUBLIC CONTACTS	03/18/2009	ACTION REQUIRED	CORRECTED	
a. Does the office have extended office hours?			Yes	☑ No
(1) If so, are they adequate and effective?			☐ Yes	□No
b. Are persons served promptly and courteously?			✓ Yes	□No
(1) Are backup personnel immediately available?			✓ Yes	□No
(2) Is telephone service both efficient and effective?			✓ Yes	□No
(3) Are limited duty personnel used for receptionist duties	and answering telephone	s?	☐ Yes	✓ No
(4) Are officer substitutions for nonuniformed positions kep	ot at a minimum?		✓ Yes	□No
9. SCHOOL BUS DRIVER EXAMINATIONS	03/18/2009	ACTION REQUIRED	CORRECTED	
a. Is school bus driver testing a special duty or a clerical funct assigned? N/A	ion, or is a full-time schoo	l bus coordinator		
98				
(1) Are tests and test keys kept in a secure place?			☐ Yes	□No
(2) How are interested parties advised of testing procedure	es?			
	and missed suppliess di	incurrend?	Yes	□No
(a) Are exams graded in the presence of the applicant			☐ Yes	□ No
(b) Does the officer or coordinator take possession of	the test and dispose of ac	cordingly?		☐ 140
(3) How are test disposed of?				
(4) Is there a specific date and time set aside for testing?			☐ Yes	□No
(4) Is there a specific date and time set aside for testing? 0. COURT INFORMATION PROCEDURES	EVALUATED 03/18/2009	ACTION REQUIRED	☐ Yes	□No
	03/18/2009	ACTION REQUIRED		□ No

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

(*	What controls are in place to ensure officers applied to the control of the	pear in court? (Office assistant logs	in receipt of subpo	ena and serves	the officer. In
	there appears to be a problem with the officer a	ppearing in cour	t the supervisor ma	kes contact with the	court and the	officer in
	question.					
	(a) How are appearances minimized following of	cancellations? (Clerical personnel v	vill make contact wi	th the officer	prior to court
	by telephone and log the cancellation.					
	(b) How are "short notice" cancellations minimize	zed? Clerical p	ersonnel will make	all attempts to cont	act the officer	with
	cancellation information.					
(2)) Are CHP 90s, Report of Court Appearance - Civi appropriate cases?	I Action, properly	distributed and con	npleted on all	✓ Yes	□No
(3)) Who is responsible for managing the process?	Office Assistan	nt Pam Greeley			
	(a) Are court officers performing duties that could				☐ Yes	✓ No
11. DEP	ARTMENTAL MANUALS		9/2009	ACTION REQUIRED	CORRECTED	0
a. Ar	e the number of authorized libraries being maintain	ed?			☐ Yes	☑ No
(1)) Are the libraries convenient for those who must u	ise them?			✓ Yes	□No
	(a) What controls are in place for "loaning" manu	uals to employee	s? Emergency O	perations Section (I	EOS) maintair	ns a library at
	the current time. Their library will become	the division libr	ary when both secti	ons and the division	n share the san	ne space at
	the new headquarters building. Currently,	CTTA Section u	tilizes the electroni	c publications librar	ïy.	
(2)	the new headquarters building. Currently, Are publications distinctively marked so they can			c publications librar	ry.	□No
(2)		be readily identi		c publications librar		□No
(2)	Are publications distinctively marked so they can	be readily identi		c publications librar		□ No
	Are publications distinctively marked so they can (a) Are the number of libraries excessive or suffi	be readily identi		c publications librar	Yes	
(3)	Are publications distinctively marked so they can (a) Are the number of libraries excessive or sufficiently sufficiently and the sum of the su	be readily identi	fied? N/A	c publications librar	☐ Yes	No
(3)	Are publications distinctively marked so they can (a) Are the number of libraries excessive or sufficient (b) Is there a listing available of what should be in Are publications kept up-to-date?	be readily identi	n/A	c publications librar	☐ Yes	No

e * * **

AREA MANAGEMENT EVALUATION SUPPLEMENT

COMMENTS
Clerical tasks are divided between the division Office Assistant and the section Staff Services
Analyst. The section is not assigned an Office Services Supervisor,
The sections filing system is maintained by the various program managers with copies of complet
projects maintained by the division OA in both the section and division files. The section is unique
in that centralized files are maintained by the division OA due to the lack of a section OA or OT.
The section has no need to access criminal offender records. If a need is identified someone will be
designated and trained to safeguard records and maintain a log.
Section does not maintain any cash funds and are exempt from cash reporting requirements.
X number services and bank cards records and procedures are maintained per policy.
Section requisitions are prepared by Jessica Wilson. A practical stock of supplies is maintained.
A log of high value item was created, to log in and out cameras and laptops for accountability.
Section has a minimal number of office machines. As yet there is no maintenance agreement to
service copy machines since we don't have one assigned. There is no formal training program
set up to instruct personnel on various departmental programs other than on the job training.
Section has no public contact other than by telephone. Section has adequate phone coverage
throughout the week to handle phone inquires.
Section has no responsibilities for this program.
Due to the unique structure of this section responsibilities for this function are handled through the
division OA. A log is maintained for subpoenas's received and originals are maintained to include
dates of service and or cancellation.
Division will share one library maintained currently at Emergency Operations Section.

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
AREA MANAGEMENT EVALUATION
OFFICE MANAGEMENT
CHP 453E (Rev. 5-06) OPI 009

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EV		formal Evaluation	SUSPENSE DATE						
FOLLOW-UP		☐ Correction Report	COMMANDER'S REVIEW	DATE					
1. CLER	RICALTASKS		EVALUATED	ACTION REQUIRED	CORRECTE	D			
a. Is	the office well organized	d? ·			Yes	□No			
(1)) Are there written job o	lescriptions?			✓ Yes	□No			
•	(a) Does clerical stat	f have their job description at thei	r desk?	RUINIE GOP COPY MA	Yes	No No			
	(b) Does clerical staf	f understand what is expected of	them?		⊠ Yes	□No			
(2)	Are similar activities g	rouped together to promote efficie	ency?		⊠Yes	□No			
(3)	If tape recorders are u	sed, can clerical employees trans	scribe effectively?		☐ Yes	□ No ~/~			
(4)	Is the clerical staff kno security, etc.?	owledgeable in the use of persona	ıl computers, filing requi	irements, information	⊠ Yes	/ □ No			
(5)	Can another clerical e	mployee assume the duties of a c	clerical employee who is	absent?	X Yes	□No			
b. Is t	the Office Services Sup		4		Yes	□No			
(1)	Does he/she properly	apply management philosophies	and supervisory skills?		☐ Yes	□No			
	(a) Does he/she have	the authority and backing neces	sary to effectively super	vise subordinates?	Yes	□No			
	(b) Is the clerical sup	ervisor an effective manager?			☐ Yes	□No			
(2)	Does the OSS identify	employes with supervisory poten	tial?		☐ Yes	□No			
ii N	(a) Does he/she assist development?	st employees in the preparation of	f written plans for progre	essive career	☐Yes	□No			
	(b) Have special inter been afforded the	ests been identified and education employees?	nal opportunities and/or	departmental training	☐Yes	□No			
	(c) Has the CHP 120, Employee, been to	Individual Development Plan for used to identify particular strength	Future Job Performanc s of the employees?	e of Permanent	☐ Yes	□No			
(3)	Does the supervisor se	et a good example?			☐Yes	□No			
	(a) Does he/she show	ı a willingness to assist subordina	te personnel?		☐ Yes	□No			
	(b) Does he/she know	when to act, when to delegate, a	and when to refer to a si	upervisor?	Yes	□No			
(4)	If there is more than or	ne OSS, is the work and supervisi	on evenly distributed?		Dyes	□No			
(5)	Does the OSS participa	ate in Area staff meetings?			☐ Yes	-DNo			
-									

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION

OFFICE MANAGEMENT

. FILI	ING SYSTEM	EVALUATED	ACTION REQUIRED	CORRECTE	D
	Is the Area's filing system in compliance with departmental g File Guide?	ruidelines contained in	n HPG 11.1, Field Office	✓Yes	□No
b. <i>A</i>	Are other files, i.e., permanent files, enforcement document	files, etc., maintained	according to policy?	X Yes	□No
(How far back are accident reports being maintained?			NA	
(:	2) Is there a filing backlog?			□ Yes	⊠ No
(;	3) Is there evidence of recent office review?			⊠ Yes	□No
(4	4) How are Management and All Commanders Memorandu	ums filed and purged?	FILD IN BIND	~ s w c	
(5	5) Are Training and Information Bulletins filed?	o Pa Ro	ronnon Schor	区 Yes	□No
	(a) If so, how are they located? ————————————————————————————————————	DURS IN CON	AMAJO LIBEAR	√ .	
(6	6) Do all clerical employees understand the filing system?			XYes	□No
(7	7) Does the Area have an effective suspense system?			⊠Yes	□No
	(a) Do all supervisors take advantage of the suspense s	system?	SUCH AS ROCUTETEIN	Yes	No \$\\1\8
. А	re personnel files properly secured and access limited?			✓Yes	□No
(1) Are the requirements of the Information Practices Act bei	ing followed?	1.13	⊠ Yes	☐ No
(2	2) Is a periodic review done on a regular basis?			Yes	□No
	(a) If so, how often?	TUTNELY CONLINE	TON PROCESS		
(3				Yes	□No
(4) Are only required or permitted items contained in personr			¹ ⊠ Yes	□No
SECL	URITY OF CRIMINAL RECORDS	EVALUATED	ACTION REQUIRED	CORRECTED	
st	ave employees who have access to criminal offender record ating they understand the regulations and policies pertaining	l information signed a g to these records?	n acknowledgment	☐ Yes	□No
(1)) Has the Area designated a specific person to release crin	ninal offender record i	nformation?	☐ Yes	□No
	(a) Do any other persons release this information?			☐ Yes	□No
	(b) Has the designated person completed the required to	aining?		☐ Yes	□No
	(c) Are safeguards in place to verify telephone inquiries p	prior to disclosure?		☐ Yes	□No
(2)	Does each person that is designated to release information Record Information Release Log?	on maintain a CHP 26	3B, Criminal Offender	Yes	□No
	(a) Are entries maintained for the prescribed period of tin	ne?		□Yes	No No
ISCA	AL PROCEDURES	EVALUATED	ACTION REQUIRED	CORRECTED	
	ave discrepancies on the most current audit reports been co	rrected?	REPORT HAS N	☐ Yes	□ No

OFFICE MANAGEMENT

(1) /			
	Are all change fund and collections handled and processed according to policy?	⊠ Yes	□No
(a) Are counter receipts and DL45s, California Special Driver's Certificate, issued to the field accounted for and safeguarded?	☐ Yes	□No
	Section Thes Not 1801- DL451.		- Maryla
(b) Are "voided" or "no fee" DL45s marked as such, signed by the commander, and forwarded to Fiscal Management Section?	☐Yes	□ No ∠
	c) Is there a separation of duties between cashier responsibilities and transmittal of collections?	⊠Yes	□ No
	d) Are collections and change funds safeguarded?	⊠ Yes	□ No
(1	e) Are checks promptly endorsed and cash receipts reconciled daily?	⊠ Yes	□ No
(1	Are counter receipts and DL45s that are issued in sequence accounted for and returned to Fiscal Management Section upon completion?	Yes	□ No ~/a
(!	y) What specific guidelines are in place for security control and accountability?		7
	· COLLECTION THE (I.E. FOR CIVIL COURT ADDINATIONS) ART SUBJECTED IN A	A KORIC	
(ř	Is a supervisor responsible for review of the system?	∀Yes	□No
(i)	Do total collections agree with the total amount of counter receipts and DL45s issued?	∑ Yes	□No
(i)	A series of the	⊠Yes	□No
(k	Are surprise counts of funds performed and documented by the commander or designee?	Yes	⊠ No
(2) A	re security and accountability procedures in place for the petty cash fund?	Yes	□ No
(a) Is the petty cash fund used only for authorized purchases within the limited amount?	☐ Yes	□ No
(b) Are valid authorizations on file?	☐Yes	□ No No
(c) Is a Disbursement Voucher (Std. 439) completed and signed by the commander when the receipt does not show the vendor name or item purchased?	☐ Yes	□ No ~/~
(d	Are there adequate procedures to ensure purchases are properly authorized?	□Yes	
			□ NO ~/~
(e	Are surprise counts performed by someone not involved in handling the petty cash fund?	Yes	□ No ~/~
	Are surprise counts performed by someone not involved in handling the petty cash fund? e X-Number services proper and within departmental and state policy?		No No
(3) Ar		Yes	~/^
(3) Ar	e X-Number services proper and within departmental and state policy? Are services procured over \$4,999.99?	☐ Yes ☐ Yes	□ No
(3) Ar (a)	e X-Number services proper and within departmental and state policy? Are services procured over \$4,999.99?	☐ Yes ☑ Yes ☐ Yes	No No
(3) Ar (a) (b)	e X-Number services proper and within departmental and state policy? Are services procured over \$4,999.99? Is the amount limit circumvented by splitting procurements?	☐ Yes ☐ Yes ☐ Yes ☐ Yes ☐ Yes	□ No ☑ No ☑ No
(3) Ar (a) (b) (c) (d)	e X-Number services proper and within departmental and state policy? Are services procured over \$4,999.99? Is the amount limit circumvented by splitting procurements? Are three price quotations obtained and documented on a CHP 78X, X-Number Request?	☐ Yes ☐ Yes ☐ Yes ☐ Yes ☐ Yes ☐ Yes	□ No □ No □ No □ No
(3) Ar (a) (b) (c) (d) (4) Ar	e X-Number services proper and within departmental and state policy? Are services procured over \$4,999.99? Is the amount limit circumvented by splitting procurements? Are three price quotations obtained and documented on a CHP 78X, X-Number Request? Do invoices itemize charges and reference X-Numbers?	☐ Yes ☐ Yes ☐ Yes ☐ Yes ☐ Yes ☐ Yes ☐ Yes ☐ Yes	□ No □ No □ No □ No □ No
(3) Ar (a) (b) (c) (d) (4) Ar	e X-Number services proper and within departmental and state policy? Are services procured over \$4,999.99? Is the amount limit circumvented by splitting procurements? Are three price quotations obtained and documented on a CHP 78X, X-Number Request? Do invoices itemize charges and reference X-Numbers? e bank cards adequately safeguarded, and purchases reviewed by a supervisor? Are cardholders familiar with the bank card process, including prohibited and restricted items?	☐ Yes ☐ Yes ☐ Yes ☐ Yes ☐ Yes ☐ Yes ☐ Yes ☐ Yes ☐ Yes ☐ Yes	□ No □ No □ No □ No □ No
(3) Ar (a) (b) (c) (d) (4) Ard (a)	e X-Number services proper and within departmental and state policy? Are services procured over \$4,999.99? Is the amount limit circumvented by splitting procurements? Are three price quotations obtained and documented on a CHP 78X, X-Number Request? Do invoices itemize charges and reference X-Numbers? e bank cards adequately safeguarded, and purchases reviewed by a supervisor? Are cardholders familiar with the bank card process, including prohibited and restricted items?	☐ Yes ☐ Yes ☐ Yes ☐ Yes ☐ Yes ☑ Yes ☑ Yes ☑ Yes ☑ Yes ☑ Yes ☑ Yes	□ No

OFFICE MANAGEMENT

			_							_				_								_														
		(e)	/	Are	inv	oice	s aı	nd	СН	P 3	17, (DAL	C	Car	ırd	Lc	og,	rev	viewe	ed b	уа	supe	ervis	or?								Ø	Yes] No	
		(f)	ls	s th	ere	а ге	cor	ncili	atio	on c	of the	mc	ont	thl	ıly l	ba	₃nk	car	rd sta	ater	nen	t, an	d do	oes i	t ha	ve s	supe	rvisory	арр	roval	?	Ø	Yes] No	
ŀ). W	hat co	on	ıtro	ls do	es	the	cor	mm	anc	ler h	ave	e in	пp	pla	зсе	e to	en	sure	tim	ely i	trans	mit	tals	of m	oni	es?	7	17 -	ای	_	ىد	-	<u>۔ ر</u>		
	"خ	USP	> _L -	ب	"سے،	1.	res	1-1	C	ы	<u>_</u>	<u>. c</u>	= .	57	172	NJE.	لساة	<u>.s.</u>	·~	F	7164	-)	7	टार	4	-ال	-14	LY T		me m	177/	×-\$.				54%
	(1)																		at th					се о	f \$1,	000) in (cash ar	nd			Ø	Yes] No	
	(2)																		Orive g tra						еа с	ash	nier?	reimbuı		les,	Ф	Ø	Yes] No	
	(3)	Are	e "r	no	colle	ctio	n" t	ran	ısm	itta	ls se	nt v	whe	en	n a	app	οτοι	pria	ıte?													Ø	Yes] No	
	(4)	Do	tir	re s	ale 1	ran	sac	tior	is c	om	ply v	vith	ро	olic	icy'	/?																	Yes] No	^//
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	(1)	ls th	ne	ma	chir	ie lo	cke	∍d v	νhε	ะท ท	ot in	use	e?	,																		□,	Yes		No	~/
	(2)	Is th	ne	me	ter	eac	ling	do	cur	ner	ited	as r	req	qui	iire	ed?	?																Yes		No	~//
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s	UPPI	LY RE	ΞQ	วบเ	SITI	ONS	3 (C	HF	· 4·	1)			M ²		201					191	EVA	ALUAT	ED	,			AC	TION REC	UIRE	D		CORF	RECTE)		-1
a.	Are	requ	ıisi	itio	ns p	repa	arec	d pr	ope	erly	?									0.45									-			X)	es/		No	
	(1)	Who	o p	эгеј	are	s the	em?	?																												
	(2)	Has	а	pra	ctic	al sí	:ock	le	vel	bee	en es	stab	olis	she	ed	ar	nd ı	mai	intaiı	ned	?											MY	'es		No	
	(3)	Is th	er	re a	sys	tem	tha	ıt n	otif	ies	the s	staff	fw	vhe	en	ı th	ne c	qua	rterly	y re	quis	ition	is g	oing	to I	oe p	orep	ared?			٠, د, ۰,	□ Y	es S		No	14
		(a)							-											_				-								□Y	'es		No	N/2
		(b)	ls	the	еге а	hig	h n	um	ber	of	eme	rge	nc	су г	rec	qu	isit	tion	s?													ΠY	'es	Ø	No	(
b.	Are	items	s s	stor	ed p	rop	erly	in	a s	tore	:roor	ກ?																				XY	'es		No	
	(1)	Is the	ere	e c	onve	nie	nt a	CCE	ess	for	regı	ılarl	lyυ	us	sed	d it	lem	าร?														X	es		No	
	(2)	Have	e 0	obs	olete	ite	ms	be	en i	rem	ove	d?																				X Y	es		No	
sı	IPPL	IES										W* 9		211	B					3	EVA	LUATE	D	_		13	ACT	TION REQ	UIRE)		CORR	ECTED			
a.	Are	all ca	ımı	iera	s as	sigr	ned	to	the	COI	mme	ind	ac		oui	ınte	ed f	for?	?											37-62-31		図Y	es		No	
	(1)	Are c	car	me	a ca	ises	; cle	ean	an	d d	o the	эу с	on	nta	 ain	ı th	ne r	requ	 uired	ac	cess	orie	s?									XY	es		No	
	(2)	Is car	me	era	mai	nter	nan	ce	ass	ign	ed to	o a p	par	ırtic	icu	ılar	r in	ndiv	idua	1?												☐ Y	es	囡	No	
			Λŀ	hat	ic h	- //-						oint	ton.	— าar	nc	e s	 sch	nedi	ule?																	
		(a) V	-		15 11	IS/NO	er p	rev	ent	ativ ——	/e m	ann										_					-		-							

OFFICE MANAGEMENT

(1) Is there adequate security for extender batteries and				
(1) is there adequate security for extender batteries and	d other supplies?		∕ÉYes	☐ No
7. OFFICE EQUIPMENT	EVALUATED	ACTION REQUIRED	CORRECTE	D
a. Are office machines in good condition and properly main	tained?		⊠Yes	☐ No
(1) Is the vendor complying with maintenance contract	provisions?		⊠Yes	□ No
(2) Is there a shortage or surplus of machines?			⊠Yes	□No
b. Is the Management Information System (MIS) used prop	erly?		⊠ Yes	□No
(1) Who is authorized to use the equipment?	Can Bu Acco	SSD TROY	Pression	N=- S
(2) How is training provided, and by whom?		Compuners H	2 P	<u>~~~~~</u>
(3) Is there a usage schedule for uniformed and nonunif	ormed personnel?	مر ما ما ما ما	Yes	₹ No
(4) Are there controls in place to ensure confidentiality?	USER 406-00)	4	▼ Yes	□No
(5) Are all personnel aware of how to request repairs aft	er normal business hours?	love Desig	⊠ Yes	□No
(6) Is the MIS used to send messages to other offices in			Yes	⊠No
(7) What system is used to ensure proper routing of MIS in	formation?			
c. Are personal computers used properly?			区 Yes	□No
(1) Who is authorized to use the equipment?	STATE MEMBERS			****
(2) Have in training provided, and by whom?				
Manacor.	T STON PAR		COTTS A	25 O.T
(a) How many employees are trained in its use?	T STOWN RAN		COTS, A	25 O.T
(a) How many employees are trained in its use? (3) Are there restrictions on the time its used?	T STON RAN		□ Yes	7 No
(a) How many employees are trained in its use? (3) Are there restrictions on the time its used? (a) Is there a schedule for uniformed and nonuniform	ned employees?		Yes	√ ⊠ No
(a) How many employees are trained in its use? (3) Are there restrictions on the time its used? (a) Is there a schedule for uniformed and nonuniform (4) Is confidential or sensitive information being stored or	ned employees?		Yes Yes Yes	No ⊠No
(a) How many employees are trained in its use? (3) Are there restrictions on the time its used? (a) Is there a schedule for uniformed and nonuniform (4) Is confidential or sensitive information being stored or (a) If so, is the PC password protected?	ned employees?	mes, Some	Yes	√ ⊠ No
(a) How many employees are trained in its use? (3) Are there restrictions on the time its used? (a) Is there a schedule for uniformed and nonuniform (4) Is confidential or sensitive information being stored or	ned employees?	mes, Some	Yes Yes Yes	No ⊠No
(a) How many employees are trained in its use? (3) Are there restrictions on the time its used? (a) Is there a schedule for uniformed and nonuniform (4) Is confidential or sensitive information being stored or (a) If so, is the PC password protected? (b) Is confidential or sensitive information stored on or	ned employees?	mes, Some	Yes Yes Yes Yes	No No No

OFFICE MANAGEMENT

(7) Are ba					
(., , , , , , , , , , , , , , , , , , ,	ackup procedures being performed on a regu	ılar basis?		⊠.Yes	☐ No
(a) V	/here applicable, are backup disks stored in	a secure area?		⊠ Yes	□No
(8) Are P	C manuals and other documentation availabl	e to all users?	TIME OF ON-LINE	- REYes	No
(9) What	procedures are in place to ensure out-of-date				
Œ	ASIONAL RUNNIES AND C	Eurgian Romin	some; Here	012,	os —
Jan	WHITE SOYO HAVE A	HILL TENTE I CAL Z	o-co-cance-		
(10) Are en	nployees aware of the availability of assistan	ce in resolving computer re	elated problems?	⊠ Yes	□No
(11) Is anti-	-virus software regularly utilized on all state-o			⊠ Yes	□No
PUBLIC CON	TACTS	EVALUATED	ACTION REQUIRED	CORRECTE	D
a. Does the o	ffice have extended office hours?			☐Yes	□No
(1) If so, a	re they adequate and effective?			Yes	□No
b. Are person	s served promptly and courteously?			⊠Yes	□No
(1) Are ba	ckup personnel immediately available?			⊠ Yes	□No
(2) Is telep	hone service both efficient and effective?			⊠Yes	□No
(3) Are lim	ited duty personnel used for receptionist duti	ies and answering telephor	nes?	☐Yes	□No /
(4) Are offi	cer substitutions for nonuniformed positions	kept at a minimum?		⊠Yes	□ No
		EVALUATED	ACTION REQUIRED	CORRECTED)
SCHOOL BUS	DRIVER EXAMINATIONS		to the state of th		
	DRIVER EXAMINATIONS us driver testing a special duty of a clerical fu				
a. Is school bu	NA				
a. Is school bu assigned?	NA	nction, or is a full-time sch		□Yes	□No
a. Is school bu assigned?	s driver testing a special duty of a clerical fu	nction, or is a full-time sch			
a. Is school buassigned?	ts and test keys kept in a secure place?	nction, or is a full-time sch			
a. Is school bu assigned?	ts and test keys kept in a secure place?	nction, or is a full-time sch			
a. Is school by assigned? (1) Are test (2) How are	ts and test keys kept in a secure place?	nction, or is a full-time scho	ool bus coordinator		
a. Is school but assigned? (1) Are test (2) How are	ts and test keys kept in a secure place?	dures?	ool bus coordinator discussed?	☐ Yes	□ No
a. Is school by assigned? (1) Are test (2) How are (a) Are	ts and test keys kept in a secure place? e interested parties advised of testing proced	dures?	ool bus coordinator discussed?	☐ Yes	□ No
a. Is school by assigned? (1) Are test (2) How are (a) Are (b) Doe	ts and test keys kept in a secure place? e interested parties advised of testing proced e exams graded in the presence of the applic	dures?	ool bus coordinator discussed?	☐ Yes	□ No
a. Is school by assigned? (1) Are test (2) How are (a) Are (b) Doe	ts and test keys kept in a secure place? e interested parties advised of testing proced e exams graded in the presence of the applic	dures?	ool bus coordinator discussed?	☐ Yes	□ No
a. Is school but assigned? (1) Are test (2) How are (a) Are (b) Doe (3) How are	ts and test keys kept in a secure place? e interested parties advised of testing proced e exams graded in the presence of the applic	dures? ant, and missed questions of the test and dispose of	ool bus coordinator discussed?	☐ Yes ☐ Yes ☐ Yes ☐ Yes	□ No
a. Is school but assigned? (1) Are test (2) How are (a) Are (b) Doe (3) How are	ts and test keys kept in a secure place? e interested parties advised of testing proced e exams graded in the presence of the applic es the officer or coordinator take possession e test disposed of?	dures? ant, and missed questions of the test and dispose of	ool bus coordinator discussed?	☐ Yes ☐ Yes ☐ Yes	□ No □ No

OFFICE MANAGEMENT

(1) What controls are in place to ensure officers appear in court?	Anis	TA 1 J = D
\$ Procodures ATT IN Pracon Tog OFFICE (Sugarants	(S
"Suprad" & Sorvice is Presented on a Soverice France		,>.
(a) How are appearances minimized following cancellations?	DIF -	e mo
TO CALL AND YOUZIFT COURT APPUREAUXUS (CANCULA	70.35	
(b) How are "short notice" cancellations minimized?	- TO	CALL
DAY, COURTS, ATTORNIES, ETC. PRILAR TO JAY OR TOWN IN		See in non-
(2) Are CHP 90s, Report of Court Appearance - Civil Action, properly distributed and completed on all appropriate cases?	ĭYes	□No
(3) Who is responsible for managing the process?	- TC-CL	
(a) Are court officers performing duties that could be handled by clerical personnel?	☐ Yes	□ No ~/~
11. DEPARTMENTAL MANUALS	CORRECTED	
a. Are the number of authorized libraries being maintained?	Yes	□No
(1) Are the libraries convenient for those who must use them?	⊠ Yes	□No
(a) What controls are in place for "loaning" manuals to employees?	~ 2 m	farmare
VIS THE "ON-LINE" CIRRETT		
(2) Are publications distinctively marked so they can be readily identified?	ĭ¥Yes	□No
(a) Are the number of libraries excessive or sufficient?	Man	و کارور میدر
(b) Is there a listing available of what should be in each library?	△ Yes	□No
(3) Are publications kept up-to-date?	X Yes	□No
(4) Who files publication changes?		